

## **Weight Watchers® Frequently Asked Questions**

### **Suspension of Reimbursements**

#### **Can I still join Weight Watchers at the special price even though the reimbursement program is suspended?**

Yes, you may still call the toll free number to receive the State of Delaware discounted pricing on most of the programs offered after December 31, 2008.

#### **Will I still be able to take advantage of the 100% reimbursement if my Weight Watchers reimbursement eligibility falls due in 2009?**

Yes, if you join a State of Delaware Weight Watchers program before January 1, 2009 you will still qualify for reimbursement. Individuals that join after December 31, 2008 may still call the toll free number to order at the special price but will not be eligible for reimbursement.

#### **How long will the Weight Watchers reimbursement program be suspended?**

The Weight Watchers reimbursements are contingent upon funding from the State Employee Health Fund and approval from the State Employee Benefits Committee. The suspension is in effect until further notice.

#### **When the Weight Watchers reimbursement program suspension begins, will the At-Work meetings still be available to participants that wish to continue the program?**

Yes, you may work directly with your meeting leader to continue At-Work meetings. Keep in mind that for offerings purchased after December 31, 2008 you will not be reimbursed.

#### **If the reimbursement portion of the Weight Watchers program is being suspended and I no longer want to participate in the program, how do I get reimbursed for my remaining meeting vouchers?**

If you decide to cancel your Weight Watchers meetings membership before you use all of the Local Meeting vouchers, follow the Refund Policy instructions printed on the Local Meeting voucher sheet.

#### **How do I stop the automatic bank drafts from my checking account now that I have decided not to continue with the Weight Watchers program?**

Log on to your account, scroll to the bottom of the page, and click the “contact us” link. Choose “cancel my account” and follow the instructions.

#### **With the Monthly Pass program, I am required to complete 3 consecutive months before I am eligible for reimbursement. I have only completed 1 (or any number less than 3) month of Weight Watchers meetings. How will my monthly pass program be reimbursed since the program has been suspended?**

You will still be able to complete the 3 consecutive months required in order to be reimbursed for the monthly pass program as long as you signed up for your first month prior to January 1, 2009.

#### **My 13/18 week Weight Watchers program will not be eligible for reimbursement until well into year 2009. Will I have to forfeit my reimbursement now that the program is suspended?**

No, as long as you signed up before January 1, 2009 you can still complete the 13/18 week program to be eligible for reimbursement.

**Who made the decision to suspend the Weight Watchers reimbursement program?**

Due to budget constraints, the decision was made to suspend the program.

**In the past, I have had problems with getting my refund in a timely manner. Will there be problems getting my reimbursement now that the program is being suspended?**

We don't anticipate any problems with getting your reimbursement in a timely manner. Once you have submitted your information to your healthcare provider, please contact them (BCBS/Aetna) for your reimbursement status.

**After the reimbursement program is suspended, who do I call to check on the status of my pending reimbursement?**

You would contact your healthcare provider (BCBS/Aetna) regarding your pending reimbursement status.

## **General Information**

**What is Weight Watchers?**

Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. Based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals, Weight Watchers offers multi-dimensional ways to learn how to achieve and then maintain a healthy body weight for the long term. Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend our meetings, a supportive atmosphere. Weight Watchers affirms that to lose weight safely and sensibly, a person must learn to eat more healthfully, increase physical activity, and handle the challenges encountered in the process of changing behavior.

**Why are we offering Weight Watchers services and products?**

Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend Weight Watchers meetings, a supportive atmosphere, and is based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals. Our organization has teamed with Weight Watchers to bring our employees effective weight management offerings at a special price.

**How long has Weight Watchers been around?**

Weight Watchers International was founded in 1963. It is currently a public company and is listed on the NYSE as "WTW."

**How many people, worldwide, are members of Weight Watchers?**

Since its inception over 40 years ago, Weight Watchers has helped millions of members achieve sustainable weight loss. Currently, in any given week, members attend one of over 48,000 Weight Watchers meetings in 30 countries worldwide.

**What are the five Weight Watchers offerings?**

Employees will have access to the following:

- Local Meeting vouchers\* are a pre-paid savings plan to attend meetings in the local community. You benefit from the proven advantage of group support from your fellow members.
- The Online subscription offers interactive resources to follow our weight-loss plan step-by-step online, for those of you who cannot or choose not to attend Weight Watchers meetings.
- At Work meetings\*† bring the Weight Watchers experience right to your workplace where a trained Leader leads weekly meetings, and you benefit from the proven advantage of group support from fellow members and coworkers.
- The At Home kit – Corporate Edition\* gives you information and resources to follow our plan step-by-step at home, along with access to a Toll-free Helpline with weekly progress reporting.
- Monthly Pass\* – Sign up on line, pay one fee for your all your monthly meetings until you cancel includes free access to eTools.

\* Available only in participating areas in the U.S. † Minimum enrollment required.

### **State of Delaware Weight Watchers offerings, cost and ordering process (for program participants prior to January 1, 2009):**

“Special” Pricing and or Premium Packaging is available to all State of Delaware employees, Non-Medicare pensioners, spouses, and dependents who are 18 years of age and older and are covered through the Group Health Insurance Program for Weight Watchers services. FAQ Benefit Overview includes:

- Special Pricing and or Premium Packaging through the dedicated State of Delaware toll free number **866-237-2012**
- Renewal for subsequent series and or sessions is permitted

### **Option 1: LOCAL MEETING VOUCHERS\***

This pre-paid savings plan offers you the flexibility of attending Weight Watchers meetings in your community when and where it suits you best. You benefit from an experienced Leader and group support from your fellow members. You use the vouchers as your admission to the local meeting. A Special exercise DVD and or Walking Kit will be mailed to the address you provided with your purchase.

Purchase Local Meeting vouchers through the State of Delaware dedicated toll-free number **866-237-2012** to attend Weight Watchers meetings in your community and receive a special premium mentioned above.

**Cost:** \$119.86 (just \$9.22 per week) gets you 13 vouchers and a Weight Watchers exercise DVD retail value \$15.00, or \$165.96 (just \$9.22 per week) gets you 18 vouchers to attend weekly meetings in your community and a Weight Watchers walking kit retail value \$25.00. You will receive member materials when you attend meetings, your premium item and vouchers will be mailed to your home or the address you gave when ordering. There is no Registration fee. †

**Phone:** Call **866-237-2012** (toll-free).

**Hours:** Monday through Thursday 6am to 7pm (Eastern Standard Time); Friday 6am to 6pm (Eastern Standard Time); and Saturday 7am to 12pm (Eastern Standard Time).

\* Available only in participating areas in the U.S.

† This special offer is available to employees, non-Medicare pensioners under 65, spouses, and dependants 18 years of age or older.

### **How are the vouchers used?**

Upon receipt of the Local Meeting vouchers, you will select the meeting location of your choice. At the Registration desk, you should let the staff person know that you have already purchased vouchers, and hand in your completed Registration Card. No Registration fee is required.

### **How much time should I plan on spending at a Weight Watchers meeting?**

Your group meeting, led by a trained Weight Watchers leader, will last approximately 30-45 minutes. However, at the end of your first group meeting, there will be an orientation for new members called the “Getting Started Session.” This session will last an additional 30 minutes and orient you to the basics of the Weight Watchers program.

### **What are the requirements for becoming a Weight Watchers meetings member?**

To become a Weight Watchers meetings member, you must:

1. Weigh at least 5 pounds more than the minimum healthy weight for your height, according to the Weight Watchers healthy weight ranges.
2. Be at least 17 years old. (For those between the ages of 10 and 17, written medical permission is required. Children under the age of 10 are not permitted to join.)\*
3. Not be pregnant.
4. Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.
5. Provide a Local Meeting voucher or pay a weekly meetings fee.
6. Sign a Health Release on the Registration Card.

\* Must be 18 years of age or older for reimbursement through the Group Health Insurance Program

### **Can I attend Weight Watchers meetings if I have diabetes or other medical conditions?**

Medical monitoring is especially important for people with a known medical condition. Yes, you can attend Weight Watchers meetings, but we strongly urge you to consult with your physician or healthcare provider. Just be sure to show the member materials to your primary healthcare provider to make sure the necessary and appropriate adjustments are made to meal patterns, food choices, portioning, activity, and anything else required. It is your responsibility to adhere to modifications made by your healthcare professional.

### **Do I have to talk in the Weight Watchers meetings?**

No. You can participate in the group discussion as much or as little as you want. If you don't feel like speaking in a group, you can simply listen. You will still learn from our 40-plus years of experience new ways to manage your weight and feel great about yourself.

### **What is Lifetime Membership?**

Lifetime Membership is a privilege you receive after completing your weight-loss journey as a Weight Watchers meetings member. You receive a Lifetime Membership recognition award when you:

1. Achieve a weight goal that is within the Weight Watchers healthy weight ranges (or a healthy weight determined by your physician) and are at least 5 pounds less than your initial weight.

2. Have been on the Weight Watchers maintenance phase for 6 consecutive weeks as a current, paid meetings member and are no more than 2 pounds above your weight goal at the end of that period.

As a Lifetime Member, we encourage you to attend Weight Watchers meetings in your local area and anywhere in the world. There is no charge as long as you weigh in once a month at the first meeting you attend and you're no more than 2 pounds above your weight goal. Don't forget to show your Lifetime Membership book.

**I am a Lifetime Member who has gained weight back. Can I return to Weight Watchers as a Lifetime Member?**

Yes. If you want to return to meetings as a Lifetime Member, simply show proof of Lifetime Membership by bringing your Lifetime Membership book or Lifetime Member number.

**What if I have lost my Lifetime Member number?**

If you have misplaced your Lifetime Member number and became a Lifetime Member in the area in which you still reside, you can call **866-237-2012**. If you have moved out of the area in which you became a Lifetime Member, fill out our Lifetime Membership Information Request Form. You should receive a response within 14 days.

**What fees apply to Lifetime Members?**

Once you become a Weight Watchers Lifetime Member, you never have to pay a Registration fee at Weight Watchers again. And as a Lifetime Member, you are charged a meeting fee only if you are 2 pounds over your weight goal. In addition, you are not expected to pay a missed meeting fee unless you have not weighed in within a 1-month period.

**What are the guidelines for remaining a Lifetime Member?**

Once you are a Lifetime Member, you are always a Lifetime Member. Lifetime Members must weigh in at their first meeting of every month. If you weigh more than 2 pounds more than your weight goal at the first weigh-in of the month, you will be charged the weekly meeting fee for each meeting attended until you are within 2 pounds of your weight goal.

**How can I become a Leader?**

If you are interested in entering the Leader Training program, speak with your Leader.

Note: It is a prerequisite for all Leaders to be Lifetime Members at a weight goal within the Weight Watchers healthy weight ranges for their height.

**Do I need to purchase Weight Watchers Local Meeting vouchers to attend a Weight Watchers meeting in my community?**

No, you may register and pay for a single meeting at any Weight Watchers meeting location but you will not receive the special offers provided to employees unless you purchase the vouchers through the toll-free number **866-237-2012**.

**What can I do if when I call to purchase Local Meeting vouchers I'm told my local area is not participating?**

Although Weight Watchers has approximately 4,800 meeting locations, there are some areas that do not participate in the Local Meeting vouchers offering. However, our Customer Service representative will direct you on how to find a meeting in your area. We currently have over 18,000 meetings that take place on a weekly basis, but if by chance there is not a meeting close enough to you, please continue to check back as we continue to add participating areas.

**How long does it take to receive the vouchers?**

You should allow 7-10 business days to receive your Local Meeting vouchers. If they do not arrive within that time, call **866-237-2012**.

**Can I get a refund for the vouchers I don't use?**

If you decide to cancel your Weight Watchers meetings membership before you use all of the Local Meeting vouchers, follow the Refund Policy instructions printed on the Local Meeting voucher sheet. If you have refund questions, call **866-237-2012**.

**What are the refund policies if I reach my weight goal?**

If you reach your weight goal and become a Lifetime Member during the time the vouchers are in effect, you will be entitled to a refund for any unused vouchers, and there is no administrative fee.

**Can I share vouchers with a friend?**

No, the vouchers are nontransferable. Only you will be able to use your Local Meeting vouchers.

**What happens if I lose the vouchers?**

Vouchers are not replaceable if lost or stolen. Protect them as though they were cash and keep them in a secure place.

**How can I find a Weight Watchers meeting location close to me and the times of the meetings?**

To find the meeting location most convenient for you, check out our online Meetings Finder at [WeightWatchers.com](http://WeightWatchers.com) or call **866-237-2012** and our representative will use your zip code to determine the meeting nearest you. If you call after business hours, an automated system will help you locate meetings in your area. Local Meeting vouchers are available for use in participating areas only.

**How soon do I have to start once I purchase the vouchers?**

You should begin using your Local Meeting vouchers as soon as you receive them, and continue to attend your meetings regularly. The vouchers are designed for you to attend for consecutive weeks. Check the expiration date on your vouchers because they cannot be redeemed after the expiration date.

**Option 2: ONLINE SUBSCRIPTION**

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You can follow Weight Watchers, step by step online, with interactive tools and resources like a weight tracker, progress charts, restaurant guides, and hundreds of recipes and meal ideas to help you stay on track. Plus, connect with our free online community, day or night, for inspiration and motivation.

Cost: 3 months at \$55 or 12 months at \$166.70.\*

**How do I access Weight Watchers Online?**

From the DelaWELL Web site located at [www.ben.omb.delaware.gov/delawell/](http://www.ben.omb.delaware.gov/delawell/), click on the link to [WeightWatchers.com](http://WeightWatchers.com), and learn about your Weight Watchers options. Once at the Weight Watchers site, click on the "Sign-Up Now" button and insert the promotion code **14-557-1397-17635** to get your special savings. A credit card is necessary to complete the registration.

\* This special offer is available to employees, non-Medicare pensioners under 65, spouses, dependants 18 years of age or older who are participants in the Group Health Insurance Program.

**How is payment for the Online subscription made?**

You pay for the Online subscription by inputting your credit card information when you are at WeightWatchers.com.

**After registering for and purchasing the Online subscription, how can I access it online?**

Once you have registered for and purchased Weight Watchers Online subscription, you may access it via a link from the DelaWELL Web site or by going directly to WeightWatchers.com and logging in. In all cases, once you log on to WeightWatchers.com, you will be recognized as a returning registered Online subscriber. The easiest way to continue to access WeightWatchers.com is to save it as a “favorite” within your browser.

**How do I get help for a Weight Watchers Online subscription?**

Help is available in the upper right-hand corner of every page on WeightWatchers.com. Using this “help” button, you can e-mail your specific question to one of seven areas of inquiry: subscription process, tools and features, technical support, login help, start weight changes, cancellations, and Weight Watchers On-the-Go™. The typical response time is within 24 hours.

**How do I cancel my Online subscription?**

Log on to your account, scroll to the bottom of the page, and click the “contact us” link. Choose “cancel my account” and follow the instructions.

**Option 3: AT WORK MEETINGS<sup>\*†</sup>**

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A Weight Watchers leader comes to your workplace to provide experienced guidance at weekly meetings that fit perfectly into the busy workday. You benefit from the proven advantage of group support for successful weight loss with coworkers who understand the workplace environment best.

Cost: \$155.35 (\$11.95 per week) for 13 weekly meetings and basic membership materials, or \$186.30 (\$10.35 per week) for 18 meetings. There is no separate registration fee.<sup>§</sup>

If you have at least 15 coworkers interested in an At Work meeting, call 1-800-8-AT WORK and talk to a local At Work manager about setting up a meeting. <sup>\*</sup> Available only in participating areas in the U.S. No refunds for missed meetings.

<sup>†</sup> Minimum enrollment required.

<sup>§</sup> This special offer is available to employees, non-Medicare under 65 pensioners, spouses, and dependants 18 years of age or older who are participants in the Group Health Insurance Program..

**What is the minimum number of employees required to start an At Work meeting?**

The minimum number is 20 for a 17 or 18 week series and 15 for a 13 week series. If you have at least 15 coworkers interested in an At Work meeting, call 1-800-8-AT WORK and talk to a local At Work manager about setting up a meeting. <sup>\*</sup> Available only in participating areas in the U.S. No refunds for missed meetings.

<sup>†</sup> Minimum enrollment required.

<sup>§</sup> This special offer is available to employees, non-Medicare under 65 pensioners, spouses, and dependants 18 years of age or older who are participants in the Group Health Insurance Program.

**How long is the typical At Work meeting?**

At Work meetings are typically less than an hour.

**What are the requirements to become a Weight Watchers At Work meetings member?**

To become a Weight Watchers At Work meetings member, you must:

1. Weigh at least 5 pounds more than the minimum weight for your height, according to the Weight Watchers healthy weight ranges.

2. Not be pregnant.
3. Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.
4. Pay a fee which covers a series of weekly meetings. (There is no separate registration fee).
5. Sign a Health Release on the Registration card.

### **Who is responsible for Weight Watchers At Work member materials?**

The At Work member materials will be provided by a Weight Watchers leader who will have full responsibility for materials, and other supplies. In addition, the meeting attendance will be tracked by a Weight Watchers leader.

### **How do I find out if an At Work meeting is available at my workplace?**

If you have at least 15 coworkers interested in an At Work meeting, call 1-800-8-AT WORK and talk to a local At Work manager about setting up a meeting. \* Available only in participating areas in the U.S. No refunds for missed meetings.

† Minimum enrollment required.

§ This special offer is available to employees, non-Medicare under 65 pensioners, spouses, and dependants 18 years of age or older who are participants in the Group Health Insurance Program.

### **What if no At Work meeting\* is available at my workplace?**

By calling Weight Watchers toll-free number **866-237-2012** you can purchase vouchers good for weekly meetings at any participating Weight Watchers meeting location, and will be advised of the nearest meeting location. When you attend the meeting, show your Local Meeting voucher and complete the Registration forms.

If you are not in a participating area, our toll-free number **866-237-2012** will direct you on how to find a Weight Watchers meeting in your area.

\* Available only in participating areas in the U.S.

### **How do I get a refund for an At Work meeting series?**

See your registration materials to learn more about our refund policy.

### **What is the refund policy if I'm a Lifetime Member who gets down to 2 pounds above my weight goal?**

You would receive a refund on the remaining weeks of the pre-paid series. There is no administrative fee.

### **Can I quit an At Work meeting and join a traditional meeting without having to go through the refund process?**

Yes, if you are in a participating area since you have already paid for a pre-paid series.

### **If I miss my At Work meeting, can I weigh in and attend a traditional meeting?**

Yes. You just need to bring your current Membership Book.

### **If I miss a meeting do I still get my member materials for that meeting?**

Yes.

### **Option 4: AT HOME KIT – CORPORATE EDITION\***

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The At Home kit – Corporate Edition gives you information and resources to follow our plan step-by-step at home. The kit includes weight-loss tools and bonus products that are conveniently delivered through the mail to your home, along with access to a Toll-free Helpline with weekly progress reporting.

**Cost:** \$179 (less than \$7 per week).<sup>†</sup>

**Phone:** insert number here (toll free).

**Hours:** Monday through Thursday 6am to 7pm (Eastern Standard Time); Friday 6am to 6pm (Eastern Standard Time); and Saturday 7am to 12pm (Eastern Standard Time).

\* Available only in participating areas in the U.S.

<sup>†</sup> This special offer is available to employees, non-Medicare under 65 pensioners, spouses, and dependants 18 years of age or older who are participants in the Group Health Insurance Program.

### **What is the difference between the At Home kit and Weight Watchers Online subscription?**

The At Home kit – Corporate Edition contains booklets and resources that are mailed to participants so they can follow the plan at home. Weight Watchers Online subscription provides interactive resources to follow our plan online, 24/7. It even includes the option to purchase and download Weight Watchers On-the-Go™, a program designed for PDA use, delivering many of the Web site's features in the palm of your hand. All of the features of the Weight Watchers Online subscription are accessed via WeightWatchers.com.

### **What are the contents of the At Home kit – Corporate Edition?**

When you select this kit, you'll receive an easy-to-follow Guidebook that explains how the kit works, as well as booklets and other resources to help make your weight-loss efforts successful.

Additionally, you'll have access to a **Toll-free Helpline with weekly progress reporting**. You can report your weight-loss progress and have 26 weeks of access to a helpful Weight Watchers representative. The Helpline can be reached Monday through Thursday 6am to 7pm (Eastern Standard Time); Friday 6am to 6pm (Eastern Standard Time); and Saturday 7am to 12 noon (Eastern Standard Time).

For additional details go to [www.ben.omb.delaware.gov/delawell](http://www.ben.omb.delaware.gov/delawell) to learn more.

## **Option 5: Monthly Pass**

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### **Why do I have to complete my sign up for Monthly Pass on the WeightWatchers.com website to receive a Monthly Pass card each month?**

Your Monthly Pass only becomes active after you complete the sign-up on our website. To complete your sign-up for Monthly Pass, you need to go to our website within 7 days of purchase and enter the Access Code printed on your Monthly Pass Starter Voucher. This will also enable you to print out your Monthly Pass Temporary Card, which you will need to show at any participating meeting until your first Monthly Pass card arrives in the mail.

Please note that you will be required to pay for the next meeting you attend if you do not complete the Monthly Pass sign-up on our website and show your temporary card. Remember, the sooner you complete your sign-up for Monthly Pass on our website, the sooner you can start using Weight Watchers eTools to help you stay on track between meetings.

### **How will my personal information be protected on the site?**

Weight Watchers takes safeguarding your information very seriously so that you can feel confident

and protected. We use 128-bit Secure Socket Layer (SSL) technology, the industry standard encryption protocol, to keep your information secure during transmission. You can also go to [www.weightwatchers.com/legal/privacy.aspx](http://www.weightwatchers.com/legal/privacy.aspx) for more information about our privacy policy.

### **What if I don't receive my Monthly Pass card in the mail or I lose my card?**

If you have a problem with mail delivery, or if you ever lose a card, you can print out a Monthly Pass Temporary Card from the WeightWatchers.com website after you log in with your user name and password. You can log in by clicking the "Log In" link located at the upper right corner of the homepage. Once you are logged in, click the "My Profile" link also located at the upper right corner of the page you are on.

Please contact Customer Service at [monthypass@weightwatchers.com](mailto:monthypass@weightwatchers.com) if you do not receive your card within two weeks.

### **I currently subscribe to Weight Watchers eTools, but when I go to "My Profile" I cannot switch to Monthly Pass.**

There are typically two reasons people cannot switch to Monthly Pass: 1) They are not logged in to their Weight Watchers eTools account or 2) They have a subscription to Weight Watchers Online. To verify your logged-in status and account type, look in the upper left corner of the site. If you are logged in, it will say Weight Watchers eTools or Weight Watchers Online. If you are not logged in, it will say WeightWatchers.com, if it says:

- Weight Watchers eTools: You can switch by clicking on My Profile in the upper right corner.
- Weight Watchers Online: You first need to cancel your account before you can sign up for Monthly Pass. Please contact Customer Service and tell them that you would like to cancel your Weight Watchers Online subscription and switch to Monthly Pass.
- WeightWatchers.com: You are not logged in or are logged in with a free registered user account. Please log out and log in with your subscriber user name. If you cannot recall this information, please contact Customer Service.

### **How do I cancel Monthly Pass if I no longer need it?**

We are committed to a hassle-free cancellation process. You can easily cancel your Monthly Pass on our website. Simply visit [www.weightwatchers.com/monthypasscancellation](http://www.weightwatchers.com/monthypasscancellation) or ask the Receptionist at your meeting for a copy of the Monthly Pass Cancellation Policy.

If you have already been billed for your next month, follow the instructions to receive a full refund for that month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy.

### **Can I get the exercise DVD or Walking Kit with a Monthly Pass Purchase?**

No you can only get the Weight Watchers exercise DVD or Walking Kit when you purchase Local Meeting vouchers through our toll free number. The vouchers are printed on demand and mailed directly to the address you provided.

### **I noticed that I was billed twice in the same month for Monthly Pass.**

When you purchase Monthly Pass you pay for your first subscription month immediately. After your first month, we want to make sure you receive your Monthly Pass cards on time, so we bill you 15 days prior to your renewal date and mail you the next month's card.

While it may appear that you have been double billed, the additional charge covers your next subscription month. So, you're only charged once for each month. Moving forward your credit card will be billed monthly, but always 15 days prior to the start of your next subscription month.

Please note that if you purchased Monthly Pass in your meeting room with a credit card your initial payment can appear as late as your second month due to processing delays.

**Can I attend Weight Watchers meetings if I am using the At Home kit – Corporate Edition?**

Choosing the At Home kit – Corporate Edition allows you to follow the Weight Watchers weight-loss plan in the privacy of your home, but does not provide you the advantages of meetings membership. Of course, at any time, you can choose to attend a Weight Watchers meeting by registering and paying applicable meeting fees.

**I joined a local community meeting and bought a Monthly Pass. Can I attend a WeightWatchers At Work meeting instead and keep the Monthly Pass?**

No. You cannot use a Monthly Pass in an At Work meeting. At Work meetings bring the Weight Watchers experience right to your workplace where a trained Leader leads weekly meetings, and you benefit from the proven advantage of group support from fellow members and coworkers. If you want to attend an At Work meeting, you need to cancel your Monthly Pass and rejoin the At Work meeting in the meeting room at the location of the meeting.

**What can I expect at a Weight Watchers meeting?**

At Weight Watchers, weight management is a partnership that combines our knowledge and experience with your efforts. We teach you about good nutrition, activity, and healthy behavior. Upon joining, you are weighed and choose an initial weight goal and ultimate goal. If your ultimate goal is within the Weight Watchers healthy weight ranges chart (which is based on Body Mass Index) or has been prescribed by your doctor, you will be eligible for Lifetime Membership when you achieve it and complete the maintenance phase of the Program. At the end of your first meeting (or the first At Work meeting), you should stay for the “Getting Started Session,” where the Leader takes new members through the Week 1 materials. The Weight Watchers two food plans (the Flex Plan and the Core Plan) are explained, and you choose the one that suits you best initially. The **POINTS®** Food System is also explained. Members are also taught the 8 Good Health Guidelines and the four pillars of the Weight Watchers program, which include eating healthy, being active, optimizing healthy behaviors, and the importance of a supportive environment.

**What is Weight Watchers TurnAround®?**

TurnAround uses two food plans, the Flex Plan and Core Plan®. These plans are available to meet your needs and personal preferences. With the TurnAround plan, you will learn how to:

- Make wise food choices
- Eat healthy
- Enjoy food
- Be more active

**What is the Flex Plan?**

The Flex Plan is based on the **POINTS** Weight-Loss System. It allows members to eat any food as long as they keep track of and control how much they eat. Foods are assigned **POINTS** values based on calorie, fat, and fiber content. Nutritious foods – lower in fat and higher in fiber– have lower **POINTS** values. Choosing them becomes a smart-eating strategy because the **POINTS** formula is designed to reward healthier food choices. On the Flex Plan, you can enjoy a full range of food options – everything from chicken marsala to the dinner buffet at a friend’s house. This allows you to manage any eating occasion, whether it’s at home, on the go, or when dining out.

**What is the Core Plan®?**

The Core Plan controls calories by focusing your food choices on a list of wholesome, nutritious foods without counting or tracking. The list is comprised of foods from all the food groups: vegetables and fruits; grains and starches; lean meats, poultry, fish, and eggs; and milk products. The Core foods were specifically researched and tested to provide eating satisfaction without empty calories. They fill you up with fewer calories than other food choices. For that occasional treat, you may also eat foods outside the list in a controlled amount.

**What is the Weight Watchers philosophy on exercising?**

Weight Watchers recommendations about the types and amount of physical activity to be included are consistent with those of the scientific community. You are encouraged to reduce sedentary behavior and progressively increase activity. Based on a proprietary formula that includes body weight and duration and intensity of exercise, all types of physical activity can be assigned a **POINTS** value. A **POINTS**booster® slide tool calculates activity **POINTS** values independently. There is guidance on how to move more, a firming and toning guide, and advice on how to add more activity when you're ready to do so.

**What are Weight Watchers *Tools For Living*?**

Weight Watchers believes in the need for behavioral change. Weight Watchers knows that there are personal challenges encountered throughout the weight-loss process. To meet this need, Weight Watchers *Tools for Living* were developed to teach specific skills that enhance your ability to meet and overcome these challenges. As part of the Weight Watchers meetings, discussions on real topics—such as staying motivated, acting as role models in our families, and managing stress—offer valuable insight and provide the reassurance that no one has to do it alone.

**What is the Weight Watchers support system?**

Weight Watchers offers a support system through meetings that is interactive, contemporary, and encourages hands-on learning through group activities and discussions. All meeting Leaders have learned how to lose and maintain their weight on the Weight Watchers program and are trained to respond to each member's needs. This support system continues throughout the maintenance phase of the Program, when members learn how to stay at their selected weight goal.

**Whom should I call when I have questions about the Weight Watchers offerings?**

If you'd like to learn more about the availability of Weight Watchers offerings, Weight Watchers customer services representatives can answer your questions. They can be reached toll-free at **1-866 – 237 - 2112** Monday through Thursday 6am to 7pm (Eastern Standard Time); Friday 6am to 6pm (Eastern Standard Time); and Saturday 7am to 12pm (Eastern Standard Time).

**What other Weight Watchers products are offered?**

A number of products are offered under the Weight Watchers trademark, either by Weight Watchers International, Inc. or through its licensees. These include a broad line of food products, best-selling cook books; exercise DVDs, a variety of food scales, and a national magazine. Availability may vary depending on location.

**Is there a discount for Weight Watchers products?**

No, at this time you are expected to pay the price in effect at the time of your purchase.

**Are member materials available in any language other than English in Weight Watchers meetings?**

Yes. Member materials are available in Spanish, upon request.

**What happens if a Spanish-speaking employee calls Weight Watchers? How are they able to help the caller?**

Weight Watchers toll-free number does have Spanish-speaking representatives. If one is not available at the time of the call, the call will be transferred to voicemail where a message is taken. A Spanish-speaking representative will return the call as soon as possible during business hours.

**What is the Weight Watchers Scientific Advisory Council?**

The Weight Watchers Scientific Advisory Council is comprised of experts who provide Weight Watchers with advice and counsel regarding scientific issues and trends. The board includes: Xavier Pi-Sunyer, M.D., St. Lukes/Roosevelt Hospital, New York, NY, Chairperson; Claude Bouchard, Ph.D., Pennington Biomedical Research Center, Baton Rouge, LA; Shiriki Kumanyika, Ph.D., RD, MPH, University of Pennsylvania School of Medicine, Philadelphia, PA; William McArdle, Ph.D., FACSM, Professor Emeritus at Queens College of the City University of New York; Judith Stern, Sc.D. RD., University of California-Davis; Michael Lowe, Ph.D., Drexel University, Philadelphia, PA; Stanley Heshka, Ph.D., Columbia University, NY; Raul A. Bastarrachea, M.D., Staff Scientist, Department of Genetics, Auxology & Metabolism Working Group, Southwest Foundation for Biomedical Research, San Antonio, TX.

**How is the effectiveness of Weight Watchers evaluated? Do you do satisfaction surveys?**

Yes, Weight Watchers does satisfaction surveys periodically to understand the satisfaction levels among consumers.

**Does Weight Watchers have evidence of its effectiveness in the long-term?**

According to an independent review of commercial weight-loss programs that was published in the January 2005 issue of *Annals of Internal Medicine*, Weight Watchers is the only weight-loss company with scientific research to demonstrate the efficacy of its program. While several studies on Weight Watchers have been conducted, the best known is a randomized, two-year, prospective, multi-center clinical trial (April 9, 2003 *Journal of the American Medical Association*) comparing people attending Weight Watchers meetings to people following a self help diet regimen. People who attended Weight Watchers meetings lost 3 times more weight than those who were trying to lose weight on their own.

**What is the Weight Watchers policy regarding adolescents?**

Children under 10 are not permitted to join Weight Watchers meetings, subscribe to Weight Watchers Online or eTools or purchase the At Home kit – Corporate Edition under any circumstances.

With respect to adolescents (children age 10-17), here's how the process works:

- Adolescents must submit written permission from their physician at the time of registration, and the physician note should include the ultimate weight goal (or range).  
Weight ranges for adolescents must be reassigned in writing by the physician at least every 6-9 months, or more frequently if a growth spurt is experienced.
- The Health Release section on the Registration form must be signed by a parent or guardian.

Weight Watchers Online subscription and Weight Watchers At Home kit are both limited to adults. If prospective subscribers or buyers are under 18, they're told that they cannot purchase the product. \*

\* Must be 18 years of age or older for reimbursement through the Group Health Insurance Program

**Is Weight Watchers an allowable expense to be paid from a Flexible Spending Account (FSA)?**

Weight Watchers may be a reimbursable expense for people who have been advised by their doctor that they are obese and need to lose weight provided certain conditions are met. You need a doctor's letter that 1) states your diagnosis of obesity, or an obesity-related disease such as high blood pressure, that would be improved with weight loss and 2) states the doctor's recommendation that you lose weight. You also need a record of your expenses, such as paid invoices, receipts, or your Membership Book that is stamped with your attendance and payments. For reimbursement through a Flexible Spending Account, you must submit both a doctor's letter and proof of payments for treatment. For your tax return, you do not submit these items; however, you need to have it in your personal file in case you are audited by the IRS.

**Are all weight-management programs eligible for reimbursement from pre-tax accounts like a Flexible Spending Account (FSA) ?**

No. You can include in medical expenses amounts you pay to lose weight if it is treatment for a specific disease diagnosed by a physician (such as obesity, hypertension, or heart disease). This includes fees you pay for membership in a weight-reduction group and attendance at periodic meetings.

You generally cannot include membership dues in a gym or health club, nor can you include the cost of diet foods or beverages.

**How can I learn more about using my Flexible Spending Accounts for a weight-loss program?**

Go to [www.irs.gov](http://www.irs.gov) to learn more, or ask your tax advisor for guidance. You can also find helpful information at [www.obesity.org](http://www.obesity.org).

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